Message Text

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PAGE 01 BRUSSE 04727 111431Z ACTION EUR-12

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E. O. 11652: GDS

TAGS: AFSP, ASEC, ACOM

SUBJECT: POST TELEPHONE DIRECTORIES

REF: 2 FAM 114

1. THE EFFECTS OF THE REFERENCE MANUAL CHANGE ON POST OPERATIONS HAVE BEEN STUDIED BY REPRESENTATIVES OF THREE MISSIONS LOCATED IN BRUSSELS. IT IS ASSUMED THAT THE PRIMARY PURPOSES OF THE CHANGE ARE TO REDUCE THE CHANCES OF TERRORIST ELEMENTS IDENTIFYING AMERICAN EMPLOYEES AND PINPOINTING THEIR RESIDENCES, AND TO COMPLY WITH THE PRIVACY ACT. WHILE THERE IS AGREEMENT IN PRINCIPAL WITH THESE OBJECTIVES, THE STRICT INTERPRETATION OF THE REGULATIONS IN BRUSSELS WOULD BRING MANY ADMINISTRATIVE OPERATIONS TO A STANDSTILL AND WOULD ADVERSELY IMPACT ON OUR SUBSTANTIVE OPERATION.

2. CURRENT POLICY

A) CONTENTS OF DIRECTORY

THE JAS PUBLISHES SEMI-ANNUALLY A JOINT TELEPHONE DIRECTORY WHICH CONTAINS THE NAMES, OFFICE EXTENSIONS, RESIDENTIAL TELEPHONE NUMBERS AND ADDRESSES OF OVER 600 US AND FOREIGN NATIONALS WORKING FOR THE US GOVERNMENT IN THE BRUSSELS AREA. THERE ARE NO REFERENCES TO NATIONALITY, GRADE LEVELS, OFFICE SYMBOLS, OFFICE ROOM NUMBERS OR CONFIDENTIAL

CONFIDENTIAL

PAGE 02 BRUSSE 04727 111431Z

FUNCTIONAL TITLES IN THE DIRECTORY. OUR FORMAT WAS ARRIVED AT AFTER EXTENSIVE DISCUSSIONS WITH ALL AFFECTED ORGANIZATIONS INCLUDING THOSE DEALING IN THE INTELLIGENCE FIELD.

B) DISTRIBUTION

TWO COPIES OF THE JAS TELEPHONE DIRECTORY ARE ISSUED TO EACH OFFICIAL

AMERICAN EMPLOYEE (ONE FOR OFFICE AND ONE FOR RESIDENCE). ONE COPY OF THE DIRECTORY IS ALSO ISSUED TO EACH FSL FOR USE IN THE OFFICE. WITH THE EXCEPTION OF ONE COPY WITH THE NATO SECURITY OFFICE, NO COPIES ARE

DISTRIBUTED OUTSIDE OF THE OFFICIAL U.S. COMMUNITY.

C) DISSEMINATION OF INFORMATION

MISSION TELEPHONE OPERATORS AND RECEPTIONISTS ARE NOT AUTHORIZED TO GIVE OUT ADDRESSES OR TELEPHONE NUMBERS OF EMPLOYEES TO ANYONE. THE PROCEDURE IN EFFECT IS TO OBTAIN THE NAME AND TELEPHONE NUMBER OF THE CALLER, PASS SAME TO THE EMPLOYEE AND HAVE THE EMPLOYEE CALL THE INTERESTED PARTY

3. AVAILABILITY OF INFORMATION - HOST GOVERNMENT

THE MINISTRY OF FOREIGN AFFAIRS PUBLISHES DIRECTORIES CONTAINING THE NAMES, ADDRESSES, DIPLOMATIC TITLES AND TELEPHONE NUMBERS OF ALL PERSONS ON THE DIPLOMATIC LIST. THIS PUBLICATION IS AVAILABLE TO ALL MISSIONS IN BELGIUM. INCLUDING THOSE HOSTILE TO THE US.

4. NEED FOR DISSEMINATION

A) US CITIZENS

ONE COULD CONSIDER THE AVAILABILITY OF THE ADDRESSES AND TELE-PHONE NUMBERS OF ONE'S FRIENDS AND COLLEAGUES A LUXURY. REFERENCED FAM DOES NOT PROHIBIT ISSUANCE OF SUCH INFORMATION TO OFFICIAL AMERICAN EMPLOYEES. IT DOES, HOWEVER, IMPOSE A RESTRICTION BY ASSIGNING CONFIDENTIAL

CONFIDENTIAL

PAGE 03 BRUSSE 04727 111431Z

AN ADMINISTRATIVE CLASSIFICATION TO THE DOCUMENT CONTAINING THEM. THUS, HAVING THE DIRECTORY AT HOME CONSTITUTES A SECURITY VIOLATION.

SINCE THE EMBASSY FOREIGN SERVICE LOCAL TELEPHONE OPERATORS WOULD BE PROHIBITED FROM HAVING RESIDENCE TELEPHONE NUMBERS OF OUR US EMPLOYEES, WE HAVE NOT BEEN ABLE TO IDENTIFY THE LINK THAT WOULD PERM IT

MR. JONES OF THE EMBASSY TO CONTACT MR. DOE OF THE USNATO MISSION OR MR. SMITH OF THE USEC MISSION FROM HIS RESIDENCE. BECAUSE OF THE SIZE OF THE THREE MISSIONS AND THE NEED FOR CONTACT AFTER HOURS, IT IS IMPERATIVE THAT TELEPHONE NUMBERS BE AVAILABLE TO OUR OFFICERS AND STAFF AT THEIR RESIDENCES.

B) FOREIGN SERVICE LOCALS

PARAGRAPH B OF REFERENCED FAM STATES THAT TELEPHONE DIRECTORIES ISSUED TO FSLE'S "MUST BE LIMITED TO AN ALPHABETICAL LISTING OF NAMES WITH OFFICE TELEPHONE NUMBERS." THE FOLLOWING ARE A FEW MAJOR AREAS THAT WOULD BE AFFECTED BY THIS DECISION:

A) BRUSSELS EPABX ALLOWS SWITCHING OF DEPARTMENT-ORIGINATED LONDON TOLL CALLS TO RESIDENCES OF EMBASSY OFFICERS. GIVEN THE TIME DIFFERENCES BETWEEN THE DEPARTMENT AND BRUSSELS, SIGNIFICANT NUMBERS OF AFT FR

HOURS CALLS OCCUR. STRICT INTERPRETATION OF PARA B WOULD DENY EMBASSY TELEPHONE OPERATORS ACCESS TO RESIDENTIAL TELEPHONE NUMBERS NEEDED TO TRANSFER THESE BUSINESS CALLS FROM THE EMBASSY TO PRIVATE RESIDENCES.

B) JAS IS RESPONSIBLE FOR ARRANGING THE MAINTENANCE OF AND RELATED SERVICES FOR OVER 190 OFFICE AND RESIDENTIAL BUILDINGS AND FOR ARRANG

ING INBOUND/OUTBOUND SHIPMENTS AND OTHER SERVICES FOR OVER 500 RESIDENCES. BECAUSE OF LANGUAGE BARRIERS (BOTH DUTCH AND FRENCH) AND VOLUME OF WORK, ARRANGEMENTS BETWEEN CONTRACTORS AND SUPPLIERS AND THE US EMPLOYEES AND DEPENDENTS ARE PERFORMED ALMOST EXCLUSIVELY BY A CONFIDENTIAL

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PAGE 04 BRUSSE 04727 111431Z

LARGE NUMBER OF FSL'S WHO REQUIRE BOTH ADDRESSES AND TELEPHONE NUMBERS TO SET APPOINTMENTS AND TO DIRECT ITS CONTRACTORS AND SUPPLIERS TO THE ADDRESS(ES) IN QUESTION.

IT WOULD BE UNFORTUNATE TO PROHIBIT ACCESS BY OUR FSL'S TO TELEPHONE NUMBERS AND ADDRESSES OF OUR US EMPLOYEES SINCE SUCH ACTION WOULD BRING THE ABOVE AND OTHER ADMINISTRATIVE OPERATIONS TO A STANDSTILL.

5. ACTION REQUESTED

WE ARE CONFIDENT THE ABOVE REPRESENTS SOME OF THE PROBLEMS MANY FOREIGN SERVICE POSTS ARE ENCOUNTERING. THUS, IT IS REQUESTED THAT THE DEPARTMENT MODIFY THE REFERENCED FAM TO PERMIT THE PUBLICATION OF A DIRECTORY SUCH AS THE ONE DESCRIBED IN PARA 2 ABOVE TO WHICH KEY LOCALS WOULD HAVE ACCESS AND WHICH COULD BE RETAINED BY THE AMERICAN EMPLOYEES OF THE MISSION IN THEIR RESIDENCES.RENNER

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